

**GTC 2005 BEST OF CALIFORNIA AWARD**  
**for**  
**DEMONSTRATED EXCELLENCE IN PROJECT COLLABORATION**

**Presented to the California Wireless E9-1-1 Project Team**  
**December 15, 2005**

**Acceptance Speech by Charles Cullen**



It is an honor to accept this award on behalf of the Regional Wireless Coordinators and all of the participants in the California Wireless E9-1-1 project. This project truly has been an example of collaboration between many different groups and interests to achieve a goal that benefits all of the citizens of California. Starting in 2001, the State of California's 9-1-1 Emergency Communications Office undertook the largest wireless Phase II conversion project in the country. Under the leadership of Daphne Rhoe, Donna Peña, Carol Chiles, Julie Arita, Bill Harry, John Marengo and the entire staff have done a remarkable job of planning and coordinating this very complex and innovative project.

The real pioneers are JoAnn Hicks of San Francisco who implemented the first Wireless E9-1-1 calls in her center in 2002 and Ella Sotelo, the Los Angeles Wireless Regional Coordinator, who took on the daunting task of bringing up Wireless E9-1-1 in Los Angeles County -- an area that has more wireless sectors than any county in the nation. The CHP managers and supervisors, Linda McNeill, Tom Prigatano, Mary Pat Marshall, and Diane Chupinski and their staff have borne the largest share of the implementation testing and equipment upgrades.

This project is also an excellent example of cooperation between the public and private sectors. The Wireless service providers, Verizon, Sprint, Cingular, Metro PCS, T-Mobile, and Nextel have invested considerable time and effort in the success of Wireless E9-1-1. SBC and Verizon have done a remarkable job getting the calls to the centers with the required data. I would like to recognize Bob Kezerian and Carol Bostrom of SBC and Lynn Ancich of Verizon for their efforts. The Database providers, Intrado and TCS, have also contributed greatly to the success of the project. Marja Walter of Intrado and Jeff Farmer of TCS stand out in this regard.

Finally, this project would not be a success if not for all the PSAP managers who agreed to take the Wireless 9-1-1 calls and their staff that put up with the equipment upgrades and testing that accompanied implementation and are now taking those calls and providing the expedited response to emergencies that impacts public safety throughout California. I want to thank GTC for honoring all of the participants in this project with this prestigious award, and it is a privilege to accept that award on their behalf.



*Charles Cullen*  
*Bay Area Regional Wireless Coordinator*  
*Palo Alto Police Department*



Few members of the team present: Left to Right  
Charles Cullen, Donna Peña, John Marengo,  
Daphne Rhoe, Carol Chiles, and William Harry

(Attached is the complete list of team members and nomination information)

## **Name and title of each member of the group nominated**

### Wireless E9-1-1 Project Wireless Regional Coordinators

- Linda McNeill, (CHP Statewide Coordinator)
- Teresa Kirkley, (LA Region)
- Ella Sotelo, (LA Region)
- Charles Cullen, (SF Bay Area Region)
- JoAnn Hicks, (SF County 1st Deployment)
- Hanan Harb, (San Diego Region)
- Pat Purbaugh, (Sacramento Region)
- Charles Beard (Southland Region - Imperial County)
- Colin Murphy (Southland Region - Orange County)
- Robin von Koehe (Southland Region - Riverside County)
- Brian Acosta (Southland Region - San Bernardino County)
- Karen Portlock (Southland Region - Ventura and Santa Barbara Counties)
- Kathy Bohl (Central Region - Fresno, Inyo, Kern, Kings, & Tulare Counties)
- Michael Salvador (Central Region - Alpine, Madera, Mariposa, Merced, Mono, Stanislaus, & Tuolumne Counties)
- Tamera Becker (Central Region - Santa Cruz, San Benito, & SLO Counties)
- Lynn Diebold (Central Region - Monterey County)
- Cheri Lynn Rockwell, (Northern Region - Butte and surrounding Counties)

### State 9-1-1 Program Office internal project team members

- Julie Arita, (Statewide Request for Service (RFS) Coordinator)
- Carol Chiles, (Statewide pANI Administrator and Network Access Processor)
- Bill Harry, (Statewide Wireless E9-1-1 Coordinator, 2005 - present)
- John Marengo, (previous Statewide Wireless E9-1-1 Coordinator from 1998 - 2005)
- Donna Pena, (Engineer and Wireless E9-1-1 Project Manager)
- David Sanchez, (GIS Policy Advisor)
- Daphne Rhoe, (9-1-1 Office Chief and Sponsor)

## **Brief history of this group's contribution to Information Technology in the State of California (300 words or less).**

The Wireless E9-1-1 Project goals are being met by a superb team in California. The Project aims to provide latitude/longitude information with every 9-1-1 wireless call, as well as improving call answer times by distributing calls to local public safety answering points (PSAPs). With the 9-1-1 network recognized as a critical IT infrastructure, this group's collaboration has exceeded all expectations to improve wireless 9-1-1 call service for processing the approximate 8 million calls annually. The Project encompasses all 58 counties, crosses every jurisdiction, and involves nearly 500 PSAPs.

Currently, three of the seven regions are close to 75% complete in the most populous areas, serving more than 50% of California's 35 million population. In September 2005, the 100th PSAP was deployed and the Wireless Regional Coordinators (WRCs) continue to forge ahead with deployments happening weekly. Meetings consist of over 20 wireless service providers, local exchange carriers, database providers, equipment providers, and PSAPs. Every network interface must work seamlessly to route the initial 9-1-1 cell phone call from the active tower, through the wireless network, into the 9-1-1 network, routed to the PSAP, and then retrieve the location information through either GPS or triangulation database providers and provide that information in less than 5 seconds to the call taker to dispatch emergency assistance.

Statewide, there are over 65,000 cell sectors (typically 3 per tower) that each need to pass accepted test procedures before going live. The WRCs are responsible for scheduling deployment tests and provide continued suggestions from the field to make improvements. The 9-1-1 Office Project members streamline processes and minimize risks by constantly communicating with stakeholders. Project success is a result of outstanding teamwork and excellence in collaboration, cooperation, negotiation, perseverance, motivation and the true desire for improving wireless 9-1-1 service in California for all citizens and visitors.